

County of Los Angeles  
**DEPARTMENT OF PUBLIC SOCIAL SERVICES**

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PHILIP L. BROWNING  
Director

SHERYL L. SPILLER  
Chief Deputy



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December 11, 2008

**TO:** Each Supervisor

**FROM:** Philip L. Browning, Director

A handwritten signature in black ink, appearing to be 'P. Browning', written over the printed name of Philip L. Browning.

**SUBJECT: INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT WORK ORDER**

This is to notify you of my intent to request the Internal Services Department (ISD) to amend Information Technology Support Services Master Agreement (ITSSMA) Work Order N7G-0061 with Solitsys Technologies for a consultant to continue to oversee, train, monitor, and report on system test integration conducted by the County's vendor and by employees of the Department of Public Social Services (DPSS) for the Los Angeles Eligibility Automated Determination, Evaluation and Reporting (LEADER) system. This amendment will extend the Work Order from January 1, 2009 through December 31, 2009, and will increase the maximum amount of the Work Order by \$300,000, from \$300,000 to \$600,000. In accordance with ITSSMA guidelines, prior Board notice is required for projects that will exceed \$300,000.

**BACKGROUND**

In June 2007, DPSS acquired the services of a Quality Assurance (QA) consultant through an ITSSMA competitive bid to assist with all phases of integrated testing procedures, from ensuring staff develop comprehensive test plans that incorporate all planned changes and corrections, to training DPSS employees to independently complete integrated testing tasks and to report on the outcome of such endeavors. To date, the consultant has worked closely with the LEADER Project Director in the development of testing processes and procedures and continues to work with County and the vendor to implement these changes. These modifications to processes and procedures require extensive staff training and daily monitoring of established quality checkpoints to ensure the quality of LEADER system modifications and enhancements. The QA consultant also attends key technical meetings, assists in communications with County and the vendor, and provides process improvement recommendations to management.

## **SCOPE OF WORK**

The Work Order extension will allow for continued consultant support for ongoing process improvement and quality assurance activities for the LEADER System Integration Test Processes and Procedures to ensure the integrity of the application software product. The consultant will also assist the County in the following tasks:

- Assisting in the conversion and implementation of a new automated change request tracking system which will include a test scenario repository;
- Coordinating modifications to the LEADER Change Request process with outside bureaus, including providing training to other bureau staff;
- Evaluating and reporting monthly, to the DPSS LEADER Project Manager on the status and progress of the County's integrated testing activities;
- Establishing Security and Manage Personnel Change Procedures for the test environments;
- Meeting regularly with County staff involved in testing LEADER system enhancements and corrections for purposes of establishing testing standards and comprehensive test plans for each LEADER Production Build; and
- Training County staff in the development of comprehensive and integrated test plans to include all planned system enhancements and corrections for a LEADER Production Build for all Test environments and regressions scripts, as well as the accompanying detailed test scenarios.

The consultant will continue to provide expert advice on technical requirements; recommend quality management techniques and procedures to enhance the quality and reliability of project work products and processes; and provide day-to-day management advice and support to the Project Director.

## **JUSTIFICATION**

The services provided under this Work Order are essential to the successful implementation and monitoring of system integration testing processes and procedures. Solitsys Technologies is thoroughly familiar with the business processes for both the vendor and the County, and is technically proficient in all aspects of the LEADER system. Further, to continue with the modifications to the LEADER System Integration Testing Process, it is essential to have the continuity in QA services provided by Solitsys Technologies.

This Work Order was specifically approved and funded by the California Department of Social Services Office of Systems Integration (OSI) to enhance the quality and reliability of project work products and processes, and to perform independent QA of the project, which cannot be performed by County staff. State and County stakeholders, including OSI, Chief Information Officer (CIO), County Counsel, and outside counsel, support this request. This project conforms to our Business Automation Plan, as required by the CIO.

**FISCAL IMPACT**

The proposed amendment will increase the total amount of the Work Order by \$300,000 for a total amount of \$600,000. The hourly rate of the consultant will remain the same throughout the Work Order extension.

The additional \$300,000 will be subvented by State and federal revenue in an estimated amount of \$282,000. The corresponding estimated Net County Cost is \$18,000. Funding for this Work Order has been included in the Fiscal Year 2008-09 Adopted Budget; and sufficient funding will be requested in the FY 2009-10 Budget Request.

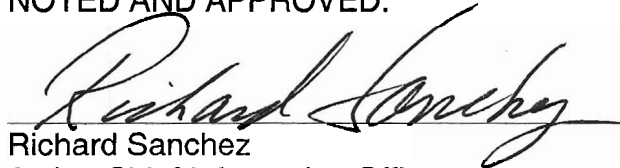
**NOTIFICATION TIMELINE**

Consistent with the ITSSMA policies and procedures, we are informing your Board of our intention to amend this Work Order. In two weeks time, we will request ISD to proceed with the amendment. If you or your staff have any questions or comments, please contact me.

PLB:sb

c: Chief Executive Officer  
Deputy Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors  
Director, Internal Services Department

NOTED AND APPROVED:

  
Richard Sanchez  
Acting Chief Information Officer

12-15-08  
Date